

# **Croydon LGPS Pensions Administration Team Performance Report**

*October 2019*

Delivering for Croydon

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## Legal Deadlines

Process	Legal Requirement	Total Number Completed	% Achieved in legal deadline
		October 2019	
<b>Send a notification of joining the LGPS to a scheme member</b>	Two months from the date of joining the scheme or earlier if within one month of receiving jobholder information where the individual is being automatically enrolled/re-enrolled	432	93.75%
<b>Inform a scheme member of their calculated benefits (refund or deferred) – backlog cases</b>	As soon as practicable and no more than two months from the date of notification (from employer or scheme member)	72	27.78%
<b>Inform a scheme member of their calculated benefits (refund or deferred) – new cases</b>	As soon as practicable and no more than two months from the date of notification (from employer or scheme member)	24	100%
<b>Notify the amount of retirement benefits</b>	One month from the date of retirement if on or after normal pension age or two months from the date of retirement if after normal pension age	63	100%
<b>Provide a retirement quotation on request</b>	As soon as practicable but no more than two months from the date of request unless there has already been a request in the last 12 months	79	97.47%

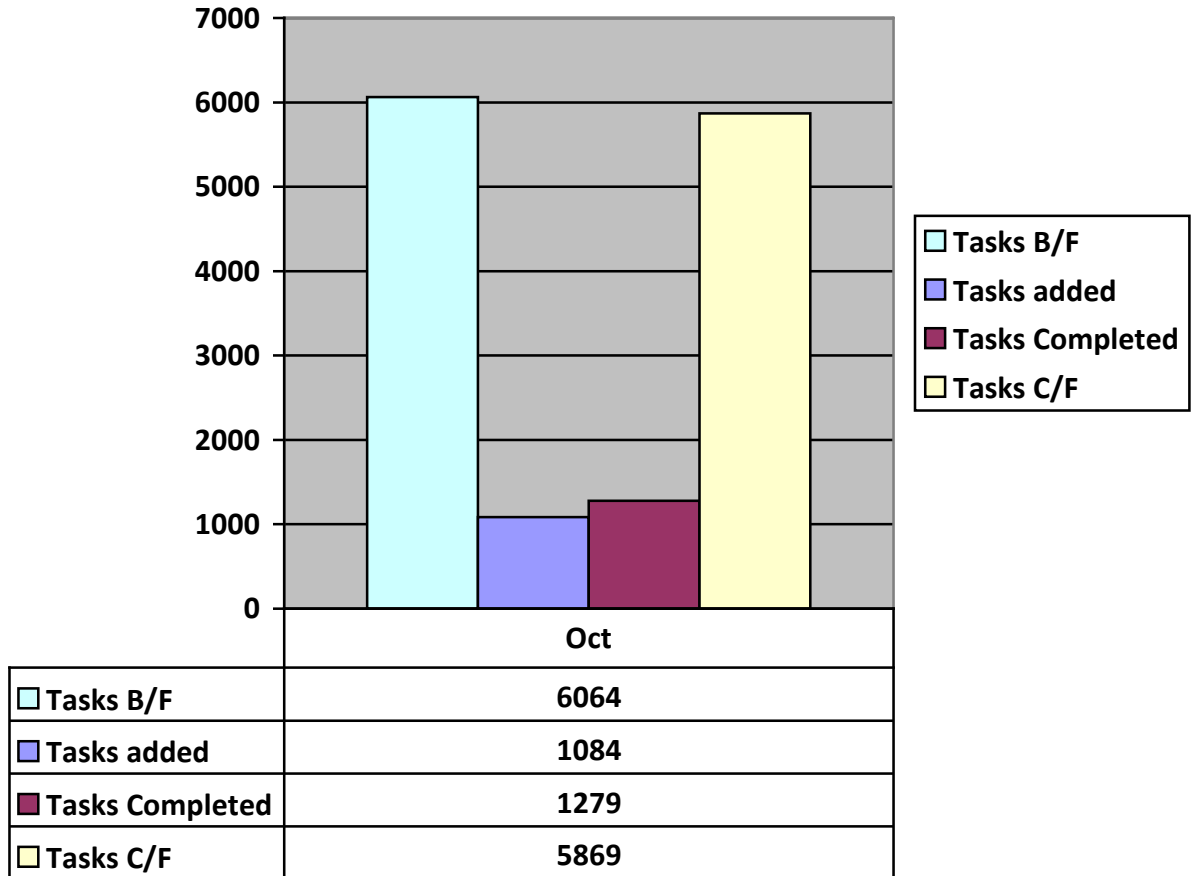
Process	Legal Requirement	Total Number Completed	% Achieved in legal deadline
		October 2019	
<b>Calculate and notify (dependent(s) of amount of death benefits</b>	As soon as possible but in any event no more than two months from date of becoming aware of death or from date of request from a third party (e.g. personal representative)	21	100%
<b>Provide all active and deferred members with annual benefit statements each year</b>	By 31 <sup>st</sup> August	16,167	99%

## Team Performance Targets

Process	Team Target	Total Number Completed	% Achieved against target	Average days to process
		October 2019		
<b>Send a notification of joining the LGPS to a scheme member</b>	30 days from date of notification of joining member	432	93.52%	10
<b>Inform a scheme member of their calculated benefits (refund or deferred) – backlog cases</b>	40 working days from date of notification (from employer or scheme member)	72	23.61%	432
<b>Inform a scheme member of their calculated benefits (refund or deferred) – new cases</b>	40 working days from date of notification (from employer or scheme member)	24	100%	4

Process	Team Target	Total Number Completed	% Achieved against target	Average days to process
		October 2019		
<b>Notify the amount of retirement benefits</b>	20 working days from date of retirement	63	100%	1
<b>Provide a retirement quotation on request</b>	15 working days from date of request	79	88.61%	8
<b>Calculate and notify (dependent(s) of amount of death benefits</b>	20 working days from receipt of all information	21	100%	3

## Case levels



## Outstanding Cases by Type

